GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:7310
ANSWERED ON:15.05.2002
DELAY IN DISTRIBUTION OF DAK
RAM SHAKAL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether dak in the country is not being distributed by the postal employees in time;

(b) if so, the details thereof and the reasons therefor;

(c) the steps taken/proposed to be taken by the Government to ensure timely distribution of dak;

(d) whether complaints have been received during the last three years for delay in delivery of dak to Very Important Persons;

(e) if so, the details thereof; and

(f) the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) & (b): No, Sir, The delivery of mail in the country is generally satisfactory. As per the results of the Live Mail Survey conducted in September 2001, 79.0% of the mail in urban areas and 80.2% in rural areas in delivered as per norms prescribed by the Department. The occasional instances of delay to mail are due to various reasons which are beyond the control of the Department like cancellation/ late running of mail carrying buses/ trains/ flights, strikes, bundhs, natural calamities and sudden and unexpected spurt in the mail volume. Besides this there are other reasons also like wrong/ incomplete address or pin code, shifting of addressee, to new address without intimation to post office, non availability of addressees, or human failure etc.

(c) The Department constantly monitors at different levels, the delivery of mail through Live Mail Surveys and posting of Test Letters and necessary corrective steps are taken, wherever shortcomings are noticed.

(d) &(e): The complaints received about delay in delivery of unregistered mail are documented and no separate category of receipt from Very Important Person is maintained. Details of complaints received during the last three years are as under:

Year	No. of complaints regarding delay in delivery of unregistered mail
1998-1999	10260
1999-2000	7999
2000-2001	7510

(f) The Department has taken the following steps to improve delivery of mails:

i) Segmentation of mails into various channels like Metro, Rajdhani, Green Channel and Patrika Channel for faster transmission and speedy delivery.

ii) Regular monitoring of mail routing and delivery by posting Test Letters and Trial Cards.

iii) Rationalization / restructuring of delivery with a view to deploying adequate manpower in the expanding urban conglomeration.

iv) Sanctioning of additional posts of postmen to strengthen delivery.

v) Surprise checks on delivery of mails by supervisory staff ad visiting officers.

vi) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and

delivery system.

vii) Encouraging pre-sorting of mails by bulk mailers by providing incentive by way of discount in postage.

viii) Educating the customers to install Mail Boxes on the ground floor in multi-storeyed buildings.

ix) Opening of separate centres with adequate manpower to handle seasonal mails.